

MONTANA ONE-STOP CERTIFICATION PROCESS

One-Stop Systems play an integral role within the Workforce Investment Act's vision for statewide workforce development. The State Board, in an effort to align with federal strategies, will ensure consistency and the flexibility to create a statewide system that is developed in consultation with the Local Workforce Boards with direct input from local communities and designed to meet local needs. The State Board has developed the general system criteria required for One-Stop Certification, and will work with Local Boards to improve upon the detailed process as necessary. Local workforce boards will be responsible for the certification of One-Stops, and the State Board will encourage Local Boards to provide technical assistance and guidance to the maximum extent possible, in order to promote and expand the development of the One-Stop System in Montana.

Business Plan

Local entities requesting certification will submit a business plan through their Community Management Team (CMT) to the appropriate Local Board. The Local Board will establish standard criteria acceptable for acceptance and approval. The Local Boards must take action on the business plan within 90 days of submittal by the CMT, and notify the CMT in writing of the Local Board's determination.

If a business plan is denied, the Local Boards must notify the CMT in writing, within the 90-day period, as to the reason(s) for denial, and provide a process improvement plan to assist the CMT with meeting the criteria for approval of the business plan. A CMT may submit a revised plan to the Local Boards at any time, which will re-initiate the process. The Local Boards will establish an appeal process for denial of application.

On-Site Review

Once a business plan is approved, Local Boards will conduct a site review within 60 days of the date the business plan was approved. The review will be conducted using the proposed business plan, and additional standardized criteria established/developed by the Local Boards and approved by the State Board, to include on-site monitoring, telephone or email interviews with site and partner staff, and other materials and information as approved. The Local Board will notify the CMT in writing within 30 days of the site review as to the determination of certification.

If the determination is favorable, the CMT will be awarded a certified status, and be provided the re-certification criteria. If the determination is not favorable, the CMT will be provided a corrective action plan along with the written determination, and afforded technical support and guidance from the Local Boards to assist with a second review. Within 60 days of receipt of a written response from the CMT addressing the issues of concern and requesting re-consideration, the Local Boards will conduct a site review and the site-review process will be reinitiated. The Local Boards will establish an appeal process for denial of application.

Re-Certification

Once a One-Stop is certified, every two years thereafter the Local Boards will conduct a re-certification, including an on-site review. In order to be re-certified, the One-Stop must meet the initial certification criteria. The Local Boards will establish an appeal process for denial of application.

Delegation of On-Site Reviews

If Local Boards elect to designate their administrative entity to conduct the on-site review of One-Stops, the Local Boards are responsible for ensuring the above process is adhered to, and that they receive reports of One-Stop certification activities at each Local Board meeting.

Appeals Process

The Local Boards are responsible for addressing issues that arise as a result of certification denial, or with the established appeals process. The State Board will be the second level in the appeals process, after the appropriate Local Board's attempt to resolve an appeals issue has been unsuccessful. The State Board will work to implement a formal Appeals Process for incorporation into the One-Stop Process by December 31, 2005.